



Ramsey County Statement of Work

Telecom – VoIP & Unified Communications

Amendment

Date: December 13, 2013

Description: Questions & Answers

1. Question: Provide the vendor and product information on the County's legacy phone and voice mail systems that they want to extend to the Telecommuters?
Answer: Siemens Hi-Com Model 80 and Model 70.
2. Question: Provide the vendor and product information on the County's legacy ACD/Call Center system that they want to extend to the Telecommuters?
Answer: Siemens Hi-Com Model 80 and Model 70.
3. Question: How many remote Telecommuters does the County want to provide access to their legacy voice, voice mail messaging and ACD systems for?
Answer: Up to 300.
4. Question: Is the County willing to use DSL or other broadband connection to transport IP voice conversations over since QOS cannot be guaranteed over those types of data connections?
Answer: Yes; available options are expected to be a part of the Project Report which is Deliverable 1 in the SOW.
5. Question: Are there any critical or emergency related services or applications that would be supported via the phone conversations by these Telecommuters?
Answer: No.
6. Question: What types of messages is the County looking to transfer between Telecommuters and co-workers?
Answer: Push PBX DID telephone service to remote user's home or mobile work area.
7. Question: How long does the County anticipate the trial period to be?
Answer: About 90 days.
8. Question: The County is currently soliciting response to an RFP for broadband providers. Will this project impact this SOW?
Answer: No. There is no impact or tie-in with the Broadband Project RFP or deliverables.